



EMPLOYMENT OPPORTUNITY

Library Associate

Recruitment Number: 05-121

Salary: \$3,083.18 - \$3,747.64 / Monthly

Filing Deadline: 5 PM, FRIDAY, MAY 27, 2005

[Supplemental Application Required \(Click Here to Download\)](#)

POSITION SUMMARY

Performs a wide variety of complex customer service and library duties in a public library setting; assists library guests in making effective use of the library's resources, collections and programs; provides technical training to guests and staff as needed; and performs related duties as assigned. The current opening will be assigned to Circulation at the South Chula Vista Branch.

ESSENTIAL FUNCTIONS

(Functions may include, but are not limited to, the following): Performing complex clerical library and customer service duties; greeting guests and providing directional assistance; providing reference/technical assistance; referring more difficult reference queries to appropriate staff; verifying guests' registration information; issuing library/guest cards; assisting guests with computers; performing computer troubleshooting; assisting patrons with use of library equipment/resources; conducting story hours; assisting with programs for children, teens and adults; conducting instructional classes in library technology and resources; performing readers' advisory assistance; verifying bibliographic information prior to borrowing materials from other libraries; answering questions pertaining to library services; requesting/recommending purchasing of software and other materials; reviewing materials and recommending additions/deletions; and deleting materials according to procedures. **When assigned to Circulation:** leading, assigning, and reviewing work of staff; training staff/volunteers; resolving complex questions related to daily work; assisting supervisor with work schedules; preparing timesheets for hourly employees; calculating/collecting fines; contacting guests regarding overdue materials; responding to guests' requests for information and materials; checking books and materials in/out utilizing a computerized system; assisting guests with basic reference questions; setting up circulation desk; preparing cash drawer/supplies; recording, balancing, and verifying daily receipts; maintaining records/files; preparing library processing and statistical reports; resolving staffing emergencies and guests' problems in the absence of the supervisor; receiving, verifying, and releasing materials for on-line reserve requests; unpacking, checking, and sorting daily book shipments and distributing returned books/materials; reviewing due dates; examining items for damages; sorting returned materials for return to shelves or for shipment to other library locations; and performing other related duties as assigned.

MINIMUM QUALIFICATIONS

Education, Training and Experience: Any combination equivalent to an Associate's degree from an accredited college or university with major course work in Liberal Arts, Library Information Systems, or a closely related field and three year's responsible technical library experience. Bilingual (English/Spanish) speaking skills are highly desirable.

Knowledge, Skills and Abilities: Knowledge of: public library operations; automated standard terminology and practices related to paraprofessional library support work; library technical resources and troubleshooting of library equipment; general municipal library services, organization, and functions, including Dewey decimal system; public desk etiquette and methods of providing information; customer service and conflict resolution techniques; modern office practices and procedures; computer equipment/software; basic arithmetic; English usage, spelling, grammar, and punctuation. Ability to: deal with irate customers in an effective manner; communicate clearly and concisely, orally and in writing; establish and maintain effective working relationships with those contacted in the course of work; and work with various cultural and ethnic groups in a tactful and effective manner.

PHYSICAL DEMANDS

On a continuous basis, sit, stand, or walk for long periods of time. Intermittently twist and reach office equipment; use telephone; write or use keyboard; bend, stoop, crouch, kneel, stand, and sit for prolonged periods of time; extend arms above the shoulder to retrieve books and materials from shelves; grasp books and materials; lift materials weighing up to 25 pounds. See in the normal range, with or without correction, to read typical business documents and computer screens; hear in the normal range, with or without correction.

APPLICATION PROCESS

Candidates whose applications indicate education and experience most directly related to the position will be invited to participate in the selection process. All notifications will be sent via standard US mail.

The City contributes 8% to the Public Employees Retirement System (PERS) for the employee. Positions that are represented by the Chula Vista Employees Association will have a 1.92% salary deduction that coincides with the Work Furlough Program. Employees will accrue up to 40 furlough hours prorated based on date of hire.

Human Resources • City of Chula Vista • 276 Fourth Avenue • Chula Vista, CA 91910 • (619) 691-5096
Hours: 8 AM – 5 PM Monday - Friday • www.chulavistaca.gov • **Job Hotline: (619) 691-5095**

Assigned Staff: Lisa Torres, (619) 409-5923, ltorres@ci.chula-vista.ca.us. Published 5/13/05
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